

## Follow up to ACCC report re flood mapping for home insurance in Cairns [reply] [SEC=UNCLASSIFIED]

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**From:** Insurance <insurance@accc.gov.au>  
**To:** [REDACTED]  
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**Date:** Mon, 04 Dec 2017 15:01:38 +1100

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*"I have tried to insure my house with [REDACTED]. However they tell me they can't insure my house due to flood mapping. I asked where they get their flood mapping advice as my house has never been in a flood zone. They gave me their 3 sources they used. I contacted all 3 sources and my house was not on either of them. I then queried this again with [REDACTED]. They told me they "put a buffer zone on the flood zone". I then put in a complaint about this. They then decided they would insure me but quoted me a ridiculous price of thousands of dollars basically obviously to get rid of me. I've tried to ensure through other companies who have also told me they can't insure or have given me quotes worth thousands of dollars. I live in a relatively small 3 bedroom house. I have had no choice but to leave my house uninsured for the last 3 years. I am not the only one. Other neighbours have had to do the same. It all started with this compulsory flood insurance on policies. Its unfair...especially as my house will never flood. Im on the side of a hill!"*

[REDACTED]